

# WINDSTREAM COMMUNICATIONS ANNUAL REPORT

FOR THE STATE OF

**Kentucky**

State of Respondent

6/26/2012

**ETC's Included In This Report**

	<b>LEGAL ENTITY NAME</b>	<b>SAC</b>
ETC#1:	Windstream Kentucky East, LLC	269691
ETC#2:	Windstream Kentucky East, LLC	269690
ETC#3:	Windstream Kentucky West, LLC	260402
ETC#4:	Windstream Norlight, Inc.	269004
ETC#5:		
ETC#6:		

Person to contact for questions:

Name: Jeff Heacox  
Phone Number: 501-748-5390  
E-mail Address: [jeff.l.heacox@windstream.com](mailto:jeff.l.heacox@windstream.com)



**For The Year Ended December 31, 2011**

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## GENERAL INFORMATION

1. The enclosed reports are being filed with the Office of the Secretary of the Commission, with the Administrator (USAC), the relevant state commissions, and relevant authority in a U.S. Territory, or Tribal governments, as appropriate pursuant to WC Docket No. 10-90.
2. The enclosed information satisfies the requirements included in 47CFR 54.314 and is being provided to:

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of The FCC Secretary  
445 12th Street, SW  
Washington, D.C. 20554

Universal Service Administrative Company  
2000 L Street N.W. Suite 200  
Washington, DC 20036  
[hcfilings@usac.org](mailto:hcfilings@usac.org)

Mr. Jeff DeRouen, Executive Secretary  
Kentucky Public Service Commission  
211 Sower Blvd.  
Frankfort, KY 40601

Tribal Government as appropriate

3. The Windstream officer signing the certifications included in this report is:

Name: John Fletcher  
Title: General Counsel

## **Report 1 - Five-year Progress Report**

§ 54.313(a)(1) A progress report on its five-year service quality improvement plan pursuant to 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate;

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.7.

## Report 2 - Detail Outage Report

§ 54.313(a)(2) Detailed information on any outage in the prior calendar year, as that term is defined in 47 CFR 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect

- (i) At least ten percent of the end users served in a designated service area; or
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- (A) The date and time of onset of the outage;
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- (D) The geographic areas affected by the outage;
- (E) Steps taken to prevent a similar situation in the future; and
- (F) The number of customers affected.

Service Area (SAC)	Onset Date	Onset Time	Report Description	Found Description	Service Affected	Outage Area	Prevention	Customers Affected
260402	05-Jan-11	12:29 AM	KY_ZNTN BITS clock	moved LIM bay back to old clock	Local	ZNTNKYXA	Replaced faulty hardware	41,524
269690	09-Jan-11	11:55 PM	KY_BERE - CISCO - BEREADWDM 17-3-RX LOSS OF SIGNAL	TRIPLE-D RESET POLE #249 AND REPAIRED FIBER	Special	BEREKYXA	Repaired or replaced cut cable	12,768
269690	15-Feb-11	11:31 AM	KY_GLSG KY_TMVLM MN:TETRK-FC20 TRK GRP ALM OG TGNO=9111	NOC, translations, and local technicians in Glasgow, KY worked to create a reroute to the PSAP until 911 trunks were restored. Winstream technicians at the Lexington CO worked to move DSO circuits to another card and the 911 trunks restored. The local W	Local	TMVLKYXA	Replaced faulty hardware	4,445
269690	03-Apr-11	1:34 AM	KY_HZRD: E911 OUTAGE / Perry County	Per Roger from SSTC, Suzie from ATT reported that the issue was customer equipment. The issue is resolved and is not related to a previous outage.	E911	HZRDKYXA	Connecting company replaced faulty equipment	20,004
269690	04-Apr-11	3:59 AM	KY_GNUP: GREENUP COUNTY 911 PHASE 2 EFFECTED	E911 issue occurred when circuit KYXHG5169006 went down, preventing latitude and longitude from reporting for cell calls. Per SSTC, land lines were not affected. Local techs repaired circuit, resolving problem at approximately 1438.	E911	GNUPKYXA	Replaced faulty hardware	5,264

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260402	05-Jan-11	12:29 AM	KY_ZNTN BITS clock	moved LIM bay back to old clock	Local	ZNTNKYXA	Replaced faulty hardware	41,524
269690	24-May-11	10:59 AM	KY_LBRT: E911 OUTAGE//NO ALI OR ANI	the PSAP encountered a power surge which affected their equipment. After the power settled down they restarted their equipment and we had good communications (only the "B" link). At that time they could actually receive calls as well. The first call came	E911	LBRTKYXA	Connecting company replaced faulty equipment	10,019
269690	07-Jun-11	4:28 PM	KY_GLSG_KYTMVL MMN:TETRK-FC20 TRK GRP ALM OG TGNO=9111	Windstream NOC worked with Gill in the Lexington Main office and Linda at the SSTC to rebuild the DACS ports 217/19 in the 664/23 device. After the ports were rebuilt all 911 trunks restored to service at 5:00 PM EDT. All 911 trunks went down again at 5	E911	TMVLKYXA	Replaced faulty hardware	4,445
269690	08-Jun-11	3:22 PM	KY_LXTN5E: Airport Issue	BAD DS3 CABLE IN THE LXTNKYXA OFFICE	Special	LXTNKYXA	Replaced faulty hardware	672
269690	09-Sep-11	12:30 AM	KY_MEDS: DEFAULT SEMO029: ***** SYSTEM EMERGENCY *****	fiber splicing completed - spans and remotes back in service.	Local	MEDSKYXA	Scheduled Outage	1,260

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260402	05-Jan-11	12:29 AM	KY_ZNTN BITS clock	moved LIM bay back to old clock	Local	ZNTNKYXA	Replaced faulty hardware	41,524
				Date/Time Outage repaired (Central Time): 0500				
269690	10-Sep-11	2:15 AM	E911 Lexington Main and South	Detailed Description of what was done to repair the Outage: reset xyp280 in Lexington Main but all alarms are clear on watchman	E911	LXTNKYXA	Replaced faulty hardware	177,407
269690	17-Sep-11	6:52 PM	KY_LNCS: E911 Outage for Garrard County	CPE was rebooted and the PSAP was restored. Test calls were made	E911	LNCSKYXA	Connecting company replaced faulty equipment	8,453
269690	21-Sep-11	5:18 AM	KY_GNUP: CCS110: FLT LINKSET UNAVAILABLE LINKSET = MOULTRIE_LS	Failed transmission card replaced in channel bank.	Local & LD	GNUPKYXA	Replaced faulty hardware	7,656
269690	22-Oct-11	5:45 AM	KY_VNBG: LSC.0517:LSC=430,SIDE=Y ONLINE FAULT OUT OF SERVICE.	MITCH ?TECH CALLED, LS 430 SPANS OOS, HE TRIED TO SWITCH THE TIC, HAD A SOFTWARE LOCK ON THEM, THEN HE REPLACE THE OFFLINE TIC IN GROUP 3.. HE COULD THEN SWITCH TIC,S, SPANS BEGAN TO RESTORE, HE INITIALIZED THE SPANS. RESTORED AT 08:15 AM. ENTERED A FI	Local	VNBGKYXA	Replaced faulty hardware	4,086

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269690	15-Nov-11	5:58 AM	KY_GLSG_KYBSVL : MMN:DLU14-0049 DLU FAILURE DLU= 180,160,170 NAC	KY_GLSG_KYBSVL : MMN:DLU14-0049 DLU FAILURE DLU= 180,160,170 NAC TALKED TO JIM OF THE TRANSPORT GROUP;STATED THAT THEY RESEATED TWO TCC CARDS AND UNPLUGGED THE FAN TRAY;THE DLU'S CAME BACK UP INTO SERVICE AT AROUND 9:20 AM;HOWEVER, THE DLU'S ARE GOING TO	Local	BSVLKYXA	Replaced faulty hardware	2,199
269690	15-Nov-11	6:20 AM	GLSGKYXAH08:CISCO CTM: XC cards in slot 8 and 10 in constant reboot.	Manual reseal of TCC cards in slot 7 and slot 11	Special	GLSGKYXA	Replaced faulty hardware	88,032
269690	16-Dec-11	5:10 PM	OLHLKYXAO1Y 2-1 AND 2- 2 LOS	BOTH COPPER AND FIBER SPLICING HAS BEEN COMPLETED.	Local	OLHLKYXA	Repaired or replaced cut cable	791
269690	21-Dec-11	1:10 AM	911 outage - Greenup, KY PSAP Down	problem was a high speed card and provisioning of the DS3 ref ticket INC000009762869	E911	GNUPKYXA	Replaced faulty hardware	5,264
269691	09-Feb-11	10:27 AM	KY_BRWL KYMLBN OUTAGE 338 LINES OOS ALM031: MAJ SET BRWL DEDALL SRLK'S AMB	Fiber spans swapped to vacant fiber spans, site restored	Local	MLBNKYXA	Replaced faulty hardware	338



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260402	05-Jan-11	12:29 AM	KY_ZNTN BITS clock	moved LIM bay back to old clock	Local	ZTNKYXA	Replaced faulty hardware	41,524
				Trunks came clear approx 17:22.				
				0110215172242 22 TRK 104 4030 INFO GROUP OK BESPE911				
				0110215172413 23 TRK 104 4231 INFO GROUP OK PKCYE911				
				0110215172513 24 TRK 104 4432 INFO GROUP OK BWVLE911				
			KY_SMGV TRK103: FLTGROUP_ALARM BWVLE911 100% BUSY (also BESP, MMCV, PKCY, BWVL)	0110215172614 25 TRK 104 4633 INFO GROUP OK MMCVE				
269691	15-Feb-11	11:28 AM			E911	SMGVKYXA	Scheduled additional testing	7,235
				Found the LLS frame 300 had a timeout to the CBC's. NOC was able to restore the LLS frame to service along with the SS7 links that reside in that frame.				
			KY_SMLD CPE.0118:ERROR=000622 CP ERROR THRESHOLD REACHED					
269691	23-Feb-11	7:28 PM			Local	SMLDKYXA	Replaced faulty hardware	1,873

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269691	23-Feb-11	9:28 PM	KY_SMLD CPE.0118:ERROR=000622 CP ERROR THRESHOLD REACHED	I worked with the technician until the frame quit performing online resets. The issue seemed to be affected by a defective supervisory panel that would constantly lock and unlock the LSC that was online. After the tech drove to the site, I had him manua	Local	SMLDKYXA	Replaced faulty hardware	1,873
269691	04-Mar-11	11:07 PM	KY_WASH: LSC.0151:LSC=341 RLS FRAME IS DEASSIGNED	REPLACEMENT FIBER SPLICED AND REMOTE RESTORED TO SERVICE	Local	JHVLKYXA	Scheduled Outage	1,016
269691	16-Mar-11	2:59 AM	KY_SMGV_KYPRCY XSP090 KYSMGV CAT RR-202, XSP102 KYSMGV CAT RR-105	completed fiber cutover MOP	Local	PRCYKYXA	Scheduled Outage	1,076
269691	07-Apr-11	12:06 PM	KY_BRWL_ALM031: CAT SET ARTN DED	TROUBLE WITH OC3 PROTECT PATH	Local	ARTNKYXA	Replaced faulty hardware	564
269691	23-Apr-11	3:31 PM	KY_BRWL:XSP001 KYBRWL COM PWR FAIL//GENERATOR FAIL	Fiber crew repaired damaged/cut fiber	Local	BRWLKYXA	Replaced faulty hardware	2,408
269691	02-May-11	6:44 PM	KY_SMLD The PSAP is flooded and emergency services have been transferred to a temp command center	Spoke with area mgr Max....he stated that 911 was rerouted. All test ok.	E911	SMLDKYXA	Replaced faulty hardware	1,873

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269691	12-May-11	12:59 AM	KY_IRVN Toll Isolated Due to MOP 042511155802	Robert Rice stated MOP work completed. KY_IRVN restore at 2:38 AM EDT per Dan K. in Transport.	Local	IRVKNKYXA	Scheduled Outage	8,652
269691	12-May-11	12:59 AM	GA_STP A & B 4102 irvny1 Both A links down DMS10 group aware MOP related	mop work	Local	IRVKNKYXA	Scheduled Outage	8,652
269691	17-May-11	8:18 AM	KY_CMLD SITE IS TOLL ISOLATED	All T1's are restored. No additional feedback available.	Local	CMLDKYXA	Replaced faulty hardware	3,372
269691	07-Jun-11	4:25 PM	KY_SMGV: TRK103: FLTGROUP_ALARM PKCYE911 100% BUSY	DACS 217X19 IN UNIT 664X23 REBUILT BY SSTC LINDA	Local	SMGVKYXA	Replaced faulty hardware	6,235
269691	08-Jun-11	11:33 PM	KY_WASH: CPE.0118:ERROR=000622 CP ERROR THRESHOLD REACHED	mop activity identified in area 060611150910. mop completed - alarm condition cleared.	Local	AGSTKYXA	Scheduled Outage	1,007
269691	10-Jun-11	3:47 AM	KY_SMGV - TRK103: FLTGROUP_ALARM BESPE911 100% BUSY	Restored	E911	SMGVKYXA	Replaced faulty hardware	9,481
269691	15-Jun-11	2:43 AM	KY_JNKN_DEFAULT: DEFAULT	I manually restored all the line controller modules in Jenkins. I then restored the esmc's. After dialtone was restored I enabled the core and cleaned up all additional alarms.	Local	JNKNKYXA	Scheduled Outage	2,232

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269691	18-Aug-11	3:33 AM	Clay Couny Ky 911 outage	NOT A WINDSTREAM PROBLEM. VENDOR PROBLEM PER TOMMY W/ CLAY CO 911. WINDSTREAM TECH BILL WAS ON SITE AND VERIFIED EVERYTHING IS BACK UP.	E911	MNCHKYXA	Notified connecting company of procedural problem	11,938
269691	31-Aug-11	6:58 PM	KY_WASH_KYBKVL_Bracken_County_E911: ANI and ALI failing for wireless calls	Win tech rebooted CPE and it came clear. Everything working correctly as of 09/01/2011 - 09:15	E911	BKVLKYXA	Connecting company replaced faulty equipment	4,332
269691	13-Sep-11	6:35 AM	KY_LXTN: Edmonson, Estill, Casey, Flemming, Monroe, Rock Castle, Taylor, Knox, and Lewis Cnty E911	During a scheduled MOP in the Lexington KY Main ofc some information was deleted from a router. The information was put back in restoring traffic.	E911	SMGVKYXA	Scheduled Outage	2,619
269691	04-Oct-11	5:00 AM	LONDKYXADWDM CISCO MOPID 092911075249	CONTRACTOR RE-SPLICED ALL FIBERS IN SPLICE CASE THAT WAS DAMAGED WHEN TAKING DOWN OFF THE POLE	Special	LONDKYXA	Scheduled Outage	129,024
269691	28-Oct-11	3:22 PM	KY_LOND_KYEBNK: LINCOLN COUNTY 911 CALLS ROUTING TO ADMIN LINES.	Lincoln County PSAP incorrectly routing 379 exchange calls to Windstream, instead of AK Associates.	Long Distance	EBNKKYXA	Notified connecting company of procedural problem	2
269691	29-Nov-11	2:00 AM	911 outage: Edmonson Co, KY	MOP 36470 was removed and sent back to engineering, causing main links not communicate. MOP was tried a second time still a no go situation.	E911	BWVLKYXA	Scheduled Outage	6,054

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269691	03-Dec-11	5:54 PM	KY_LOND_KYBBVL: KNOX CTY 911 Cellular Outage	Office card reseated ckts ky/emnt/125115 and 125116 cleared and test calls made to PSAP per Dispatcher Knox Cnty 911.	E911	BBVLKYXA	Replaced faulty hardware	12,648

### Report 3 – Unfulfilled Request Report

§ 54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those potential customers;

Service Area (SAC)	Wire Center	Held Orders	Held Due To
269690	BEREKYXA	1	Cable full, added new plant
269690	BRVLKYXA	1	Cable full, added new plant
269690	BTVLKYXA	1	Cable full, added new plant
269690	EZTWKYXA	1	Cable full, added new plant
269690	LBRTKYXA	1	Cable full, added new plant
269690	LTFDKYXA	1	Cable full, added new plant
269690	LXTNKYXA	3	Cable full, added new plant
269690	SMRTKYXA	1	Cable full, added new plant
269690	TLBOKYXA	1	Cable full, added new plant
269690	VNBGKYXA	4	Cable full, added new plant
269691	CMLDKYXA	1	Cable full, added new plant
269691	GMTWKYXA	1	Cable full, added new plant
269691	IRVNKYXA	1	Cable full, added new plant
269691	LONDKYXA	5	Cable full, added new plant
269691	MTVRKYAI	3	Cable full, added new plant
269691	MYLCKYXA	1	Cable full, added new plant
269691	WASHKYXA	1	Cable full, added new plant

#### Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
260402	MTWSKYXA	2
260402	SHPVKYXA	2
260402	ZNTNKYXA	2
269690	ALBYKYXA	3
269690	ASLDKYXA	2
269690	BEREKYXA	2
269690	BRSDKYXA	3
269690	BRVLKYXA	3
269690	BSVLKYXA	2
269690	BTVLKYXA	3
269690	CECLKYXA	3
269690	CLMAKYXA	3
269690	CMVLKYXA	2
269690	CTBGKYXA	3
269690	EWNGKYXA	2
269690	EZTWKYXA	2
269690	FMBGKYXA	2
269690	GLSGKYXA	1
269690	GNBGKYXB	3
269690	GNUPKYXA	5
269690	GRSNKYXA	2
269690	GYSNKYXA	4
269690	HGVLKYXA	3
269690	HLBOKYXA	2
269690	HTVLKYXE	3
269690	HZRDKYXA	2
269690	LBNNKYXA	2
269690	LBRTKYXA	3
269690	LNCSKYXA	3
269690	LRTTKYXA	2
269690	LTFDKYXA	2
269690	LTWDKYXA	4
269690	LXTNKYUK	0
269690	LXTNKYXA	1
269690	LXTNKYXB	2
269690	LXTNKYXC	2
269690	LXTNKYXD	2

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§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
269690	LXTNKYXE	3
269690	LXTNKYXF	1
269690	LXTNKYXG	2
269690	MDWYKYXA	2
269690	MEDSKYXA	3
269690	MNTIKYXA	2
269690	MRHDKYXA	2
269690	NANCKYXA	3
269690	NCVLKYXA	2
269690	OLHLKYXA	6
269690	OWVLKYXA	3
269690	PNLCKYXE	4
269690	RSSLKYXB	2
269690	SCVLKYXA	2
269690	SHBGKYXA	3
269690	SHDNKYXA	3
269690	SLLCKYXA	3
269690	SMRTKYXA	1
269690	SSHRKYXA	5
269690	TLBOKYXA	2
269690	TMVLKYXA	3
269690	VICCKYXA	3
269690	VNBGKYXA	2
269690	VRSLKYXA	2
269690	WLMRKYXA	2
269691	AGSTKYXA	2
269691	ARTNKYXA	2
269691	BBVLKYXA	2
269691	BESPKYXA	2
269691	BKVLKYXA	2
269691	BRHDKYXA	2
269691	BRWLKYXA	2
269691	BWVLKYXA	2
269691	CKSNKYXA	2
269691	CLCTKYXA	1
269691	CLMBKYXA	2
269691	CMLDKYXA	3



#### Report 4 - Number of Complaints Per 1,000 Report

§ 54.313(a)(4) The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year

SAC	Wire Center	Complaints/1K
269691	CYVLKYXA	2
269691	DOVRKYXA	2
269691	EBNKYXA	3
269691	EBRNKYAC	2
269691	EVRKYXA	3
269691	FBSHKYXA	3
269691	FLLCKYXA	4
269691	FRNLKYXA	2
269691	GMTWKYXA	2
269691	IRVNKYXA	2
269691	JHVLKYXA	2
269691	JNKNKYXA	3
269691	LONDKYXA	2
269691	LVTNKYXA	3
269691	LWGMKYXA	2
269691	MLBNKYXA	3
269691	MMCVKYXA	2
269691	MNCHKYXA	2
269691	MTOLKYXA	2
269691	MTVRKYAI	2
269691	MYLCKYXA	2
269691	ONEDKYXA	3
269691	PRCYKYXA	3
269691	SCHLKYXA	2
269691	SMGVKYXA	2
269691	SMLDKYXA	2
269691	SOVLKYXA	2
269691	UNTWKYXA	2
269691	WASHKYXA	1
269691	WHLLKYXA	4

## Report 5 - Service Quality and Emergency Certification

§ 54.313(a)(5) Certification that it is complying with applicable service quality standards and consumer protection rules

§ 54.313(a)(6) Certification that the carrier is able to function in emergency situations as set forth in §54.202(a)(2)

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### Response:

See report certification - Certifications include compliance with service quality standards, consumer protection, and the ability to function in emergency situations.

## **Report 6 - Company Price Offering Report**

§ 54.313(a)(7) The company's price offerings in a format as specified by the Wireline Competition Bureau

Response: The Wireline Competition Bureau has not specified the format this data is to be provided in nor has this been approved by the Office of Management and Budget (OMB). This data will be provided once the OMB acceptance has been published in the Federal Register and the WCB has specified the format per FCC 11-161 ¶54.313(a)(7).

## **Report 7 - Holding and Operating Company Report**

§ 54.313(a)(8) The recipient's holding company, operating companies, affiliates, and any branding (a "dba," or "doing-business-as company" or brand designation), as well as universal service identifiers for each such entity by Study Area Codes, as that term is used by the Administrator. For purposes of this paragraph, "affiliates" has the meaning set forth in section 3(2) of the Communications Act of 1934, as amended

Response: The Office of Management and Budget (OMB) has not approved this new requirement. This data will be provided once the OMB acceptance has been published in the Federal Register per FCC DA 12-147 II.A.12.

## Report 8 - Tribal Land Information

§ 54.313(a)(9) To the extent the recipient serves Tribal lands, documents or information demonstrating that the ETC had discussions with Tribal governments that, at a minimum, included:

- (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- (ii) Feasibility and sustainability planning;
- (iii) Marketing services in a culturally sensitive manner;
- (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

Response: This requirement is not effective until April 1, 2013 per FCC DA 12-147 II.A.11.

## **Report 9 - Areas with no Terrestrial Backhaul Certification**

§ 54.313(g) Areas with No Terrestrial Backhaul. Carriers without access to terrestrial backhaul that are compelled to rely exclusively on satellite backhaul in their study area must certify annually that no terrestrial backhaul options exist. Any such funding recipients must certify they offer broadband service at actual speeds of at least 1 Mbps downstream and 256 kbps upstream within the supported area served by Federal Communications Commission satellite middle-mile facilities. To the extent that new terrestrial backhaul facilities are constructed, or existing facilities improve sufficiently to meet the relevant speed, latency and capacity requirements then in effect for broadband service supported by the CAF, within twelve months of the new backhaul facilities becoming commercially available, funding recipients must provide the certifications required in paragraphs (e) or (f) of this section in full. Carriers subject to this paragraph must comply with all other requirements set forth in the remaining paragraphs of this section.

Response: No certification required. Windstream does not rely on satellite backhaul for its network.

## Report 10 - Residential Local Service Rates Report

§ 54.313(h) Additional voice rate data. All incumbent local exchange carrier recipients of high-cost support must report only their flat rates for residential local service, as well as state fees that are below the local urban rate floor as defined in § 54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

SAC	SPIN#	Exchange	Res Local Service Charge	State SLC	State USF	Mandatory EAS Fee	Loops
260402	143030766	MOUNT WASHINGT	8.12	0.00	0.00	0.00	2,309
260402	143030766	SHEPHERDSVILLE	8.12	0.00	0.00	0.00	3,746
269691	143030766	UNIONTOWN	6.40	0.00	0.00	0.00	468

### Annual Report Certification


June 26, 2012

In accordance with FCC 11-161 ¶1581, this form is to certify that all the information contained in this report is accurate to the best of my knowledge. I acknowledge my certification is subject to the penalties for false statements imposed under 18 U.S.C. §1001.

I, John Fletcher, am General Counsel for Windstream Communications and certify that I am authorized to execute this certification on behalf of Windstream and the facts set forth in this report are accurate to the best of my knowledge, information and belief.

Pursuant to the requirements under 47 C.F.R. §54.313(a)(5) and §54.313(a)(6) Windstream also certifies to the respective State Regulatory Commission that:

- 1) Windstream has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
- 2) Windstream has established operating procedures designed to facilitate compliance with applicable service quality standards. Where applicable Windstream reports service quality standards to State Commissions.
- 3) Windstream has established operating procedures for emergency situations that will allow it to remain functional §54.202(a)(2).
- 4) Windstream certifies that all federal high-cost and CAF support was used in the proceeding calendar year and will be used in the new calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

  
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John Fletcher  
General Counsel  
Windstream Communications  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

Dated this 27 day of June, 2012

SUBSCRIBED AND SWORN to before me this 27 day of June, 2012

  
\_\_\_\_\_  
Notary Public : Sandra Blade

My Commission Expires: 8-2-16

